

**TRANSIT SERVICES ADVISORY COMMITTEE**  
**Meeting Summary**  
**Thursday July 13, 2017**

**PRESENT:** Mike Warner, Charlotte  
Walter Horstman, Matthews  
Terry Lansdell, Charlotte  
Daniel MacRae, Charlotte  
Chris Maloy, Charlotte6  
Joshua Niday, Charlotte  
Kalan Pegg, Van Pool  
Sherry Thompson, Charlotte  
Scott Jernigan, Mecklenburg County  
Greggory Hardee, Charlotte

**STAFF:** Duretta Weicken, Reggie Arrington, Brian Horton, Larry Kopf, Jason Lawrence

***Meeting Time 4:00-5:30 PM***

**I. Call to Order and Approval of the June Meeting Summary**

Chairman Michael Warner called the meeting to order at 4:00 p.m.,  
The June meeting summary was approved as written.

**II. Public Comment on Agenda Items:**

There was no one from the public at the meeting to give comment.

**III. Information Items:**

**A. Regional Transit Engagement**

Mr. Jason Lawrence of CATS gave a presentation on regional planning. Mr. Lawrence explained that Centralina Council of Governments (CCOG) took the lead in exploring the regional transportation planning efforts to benefit long-range transportation and air quality goals. The CCOG has been meeting with different counties to see where they see transit in an effort to increase transportation choices, support our communities and to address issues that impact multiple jurisdictions that are too large to be addressed successfully by any one jurisdiction acting by itself. CATS then went out with the CCOG in a more concentrated effort to talk to different staff about various corridors to get there input.

In December 2016 MTC directed CATS to work with the CCOG on a regional transit plan. Mr. Lawrence explained the two phases of the engagement series and then showed a film of the Denver “Flatiron Flyer” transit system as a successful evolving regional transit plan. Mr. Lawrence reviewed the Transit 2030 Plan and the updates that will be presented to MTC December 2018.

Mr. Lansdell asked who would be funding the Regional System Plan. Mr. Lawrence stated there will be different needs across the broad spectrum so CATS and other partners will be funding the System plan.

Mr. Lansdell asked if the West Corridor study is funded by CATS and will it be presented to MTC in 2018. Mr. Lawrence stated the West Corridor is funded and the updated System 2030 plan will be recommended to MTC in December 2018.

Mr. Kopf reported to the committee that every year the City presents awards to Employees, the program celebrates outstanding employees in outstanding work areas. Jason Lawrence received the City Employee of the Year Award for 2017.

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## **B. Outreach Efforts**

Mr. Lansdell had discussion with Ms. Vi Lyle to help understand what she could do moving forward to help the Charlotte area transit system. Also Mr. Lansdell had an indirect meeting with some of the county commissioners to let them know they could reach out to him with any concerns for transit.

Mr. Warner stated he met with the Tampa Bay partnership at a round table. They asked a lot of questions about what is going on with Charlotte Area Transit. They were particularly interested in how CATS gets information out to customers. Mr. Warner explained that CATS staff holds public meetings along with distributing rider alerts and attending neighborhood meetings. Mr. Kopf mentioned the Sustain Charlotte group also helps CATS a lot. Mr. Warner stated he was also trying to arrange a meeting with Alma Adams staff.

Mr. MacRae announced that he has been appointed to CTAG and he could still be on TSAC as well.

## **IV. Service Issues**

Mr. Maloy informed staff that there was confusion with the service change of the reverse commute on the 77 & 48 change-over routes. Mr. Maloy explained that customers were confused and drivers didn’t understand the changes and he did not see anyone there to help customers. Mr. Maloy stated it is very necessary that CATS Staff and operators communicate with riders especially during service changes.

Mr. Kopf state he had spoken with supervisors about being there especially during service change and did not know if they had to leave on occasion to address other issues but he would find out and inform them to be more informative and to help.

Mr. Maloy stated that on route 23 the mid route operator change on Davidson took over five minutes and it happens on the LYNKS as well at New Bern changes, that was too long and customers got restless and discontented. Mr. Arrington stated he would address that issue.

Mr. Maloy also stated that the express routes outbound from uptown, because they are express routes, they should more of a limited service. Mr. Kopf explained that planning staff are looking at the expresses due to the construction as they will need to be re-routed and will consider Mr. Maloy's comments as they move forward with the changes.

Ms. Thompson stated the change on route 9 at Executive Park when needing to cross to the other side of Albemarle to get on the bus is very dangerous. Mr. Horton stated one can ride to the end to come back into the city. Ms. Thompson stated that is what she ended up doing as she was too scared to try and cross Albemarle.

Mr. Jernigan asked for a future agenda item from Security on the Transit Center and crime stats for the center. Mr. Kopf stated he will ask Security if they can come in the near future.

Mr. Horstman stated the automated announcements on the 64 & 65 routes going down Independence were still announcing stops that are no longer available. Mr. Arrington noted the comment and will address issue.

Mr. Lansdell asked about stats for the regional shuttles of Iredell County. Mr. Kopf explained that ICATS are working to run a bus route from Statesville to Mooresville to a Northcross park and ride then can transfer to the CATS 77X. There is a promotion right now where rides on both systems are free this month.

Mr. MacRae stated he would like Olaf to return to TSAC and give an update on the mobile app. as he is still having issues with the app. Mr. Kopf explained that Mr. Kinard has been to TSAC several times and that Mr. MacRae could call him direct as well.

The committee wondered if they could ride the BLE before the opening.  
Mr. Kopf stated he would check into that prospect.

## **V. Chairman's Report**

Mr. Warner reported the June MTC meeting was light with two action items, the Gold Rush discontinuation and the route and fare adjustments. MTC passed both items.

## **VI. Manager of Operation Report**

Mr. Kopf reminded the Committee City elections were in progress and advised committee members to only give limited information if approached by a running official. Mr. Kopf also cautioned members if they were offered favors. Mr. Niday asked if these items would impact the committee outreach efforts. Mr. Kopf stated no and encouraged members to continue their outreach efforts.

Mr. Kopf continued saying the new Cornelius Park & Ride facility had its grand opening on June 30<sup>th</sup>. Also an agreement has been reached with PGA and it will be held at Quail Hollow country club. Shuttles will be provided from Sharon Road West from August 7 thru 13.

The meeting adjourned

***Next TSAC MEETING: THURSDAY SEPTEMBER 14, 2017***